City of Steamboat Springs, CO

2015 Community Survey

Supplemental Benchmark Report

June 2015

Benchmark Comparisons

Understanding the Benchmark Comparisons

Communities use the comparative information provided by benchmarks to help interpret their own resident survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government or organizational performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" resident evaluations, it is necessary to know how others rate their services to understand if "good" is good enough or if most other communities are "excellent." Furthermore, in the absence of peer community comparisons, a community is left with comparing its police protection rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than police protection. More illuminating is how residents' ratings of police service compare to opinions about police service in other communities and to resident ratings over time.

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes, and keeps the crime rate low – still has a problem to fix if the residents in the community rate police services lower than ratings given by residents in other cities with objectively "worse" departments. Benchmark data can help that police department – or any department – to understand how well citizens think it is doing.

While benchmarks help set the basis for evaluation, resident opinion should be used in conjunction with other sources of data about budget, population demographics, personnel and politics to help administrators know how to respond to comparative results.

Comparison Data

NRC has designed a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management*, and in NRC's first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on NRC's work. [1,2] The method described in those publications is refined regularly and statistically tested on a growing number of resident surveys in NRC's proprietary databases.

Communities in NRC's benchmark database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to all communities in the database or to a subset. Despite the differences in characteristics across communities, all are in the business of providing services to residents. Though individual community circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any community, like SAT scores in any teen household, bring pride and a sense of accomplishment.

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 communities whose residents evaluated local government services and

[1] Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, Journal of Urban Affairs, 24, 271-288.
[2] Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, Public Administration Review, 64, 331-341.

gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The City of Steamboat Springs chose to have comparisons made to communities with populations less than 30,000 with survey data within the last three years as well as to communities that were deemed "resort" communities with populations less than 30,000 with survey data within the last three years.

Interpreting the Results

Average ratings are compared when questions similar to those asked in the Steamboat Springs survey are included in NRC's database, and there are at least five jurisdictions in which the question was asked.

Where comparisons for quality ratings were available, the City of Steamboat Springs' results were noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much lower" or "much higher"). These labels come from a statistical comparison of Steamboat Springs' rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "higher" or "lower" if the difference between Steamboat Springs' rating and the benchmark is greater the margin of error; and "much higher" or "much lower" if the difference between Steamboat Springs' rating and the benchmark is more than twice the margin of error.

Comparisons are provided by communities with populations less than 30,000 with survey data within the last three years as well as to resort communities with populations less than 30,000 with survey data within the last three years.

The comparisons that follow contain the same data and information that are found in the Benchmark Comparisons appendix in the full report of results. However, the tables on the following pages group the survey items by their comparison to the benchmark (e.g., much higher, higher, similar, lower and much lower) as opposed to survey question order.

Population Size Benchmarks

Table 1: Much higher

	Percent positive	Rank	Number of communities in comparison	Comparison to population size benchmark
Used City recreation facilities or their services	91%	1	58	Much higher
Volunteered your time to some group/activity locally	72%	1	69	Much higher
Quality of overall natural environment	96%	2	73	Much higher
Participated in a local club	51%	2	66	Much higher
Health and wellness opportunities in Steamboat Springs	88%	3	36	Much higher
Used bus or other public transportation instead of driving	58%	3	28	Much higher
Walked or biked instead of driving	89%	3	36	Much higher
Drinking water	94%	3	82	Much higher
Recreational opportunities and amenities	91%	4	78	Much higher
Snow removal	89%	4	94	Much higher
Ease of travel by public transportation in Steamboat Springs	67%	7	34	Much higher
Vibrant Old Town/downtown commercial area	69%	7	37	Much higher
Bus or transit services	75%	8	52	Much higher
Opportunities to attend cultural/arts/music activities	80%	10	80	Much higher
Sense of community	82%	11	86	Much higher
Opportunities to participate in social events and activities	82%	11	69	Much higher
Availability of paths and walking trails	83%	14	79	Much higher

Table 2: Higher

	Percent positive	Rank	Number of communities in comparison	Comparison to population size benchmark
Neighborliness of residents	74%	7	35	Higher
Sewer services	91%	8	78	Higher
Overall feeling of safety	97%	9	55	Higher
Visited a City park	93%	10	72	Higher
Steamboat Springs as a place to live	94%	19	90	Higher
Street cleaning	80%	23	84	Higher
The overall quality of life in Steamboat Springs	92%	24	101	Higher
K-12 education	87%	25	69	Higher
City recreation programs	87%	25	83	Higher
Steamboat Springs as a place to raise children	89%	31	92	Higher
Overall image or reputation	86%	31	89	Higher

Table 3: Similar

	Percent positive	Rank	Number of communities in comparison	Comparison to population size benchmark
Overall ease of getting to places you usually have to visit	83%	15	38	Similar
Overall "built environment" of Steamboat Springs (including overall design, buildings, parks and transportation systems)	69%	18	37	Similar
Overall opportunities for education and enrichment	75%	20	37	Similar
Preservation of natural areas/open space	74%	22	67	Similar
City parks	92%	30	82	Similar
Ease of walking	77%	32	77	Similar
City recreation facilities	79%	34	67	Similar
Availability of affordable quality health care	58%	37	67	Similar
Ambulance or emergency medical services	96%	37	92	Similar
Storm drainage	75%	37	95	Similar
Overall quality of business and service establishments	62%	38	72	Similar
Steamboat Springs as a place to retire	66%	41	85	Similar
Employment opportunities	24%	41	76	Similar
Street lighting	63%	43	78	Similar
Cleanliness	82%	45	72	Similar
Openness and acceptance of the community toward people of diverse backgrounds	60%	49	73	Similar
Economic development efforts	43%	49	73	Similar
Fire services	96%	51	95	Similar
Street repair	56%	57	113	Similar
The value of services for sales taxes paid in Steamboat Springs	56%	57	96	Similar
Code enforcement (weeds, signs, buildings, etc.)	50%	59	91	Similar
Overall, how would you rate the quality of services provided by the City of Steamboat Springs	83%	60	103	Similar

Table 4: Lower

	Percent positive	Rank	Number of communities in comparison	Comparison to population size benchmark
Public information services	59%	62	72	Lower
Overall customer service by Steamboat Springs employees (police, receptionists, planners, etc.)	73%	77	90	Lower
Animal control	58%	76	92	Lower
Crime prevention	67%	74	90	Lower
Overall quality of new development in Steamboat Springs	44%	61	76	Lower
Land use, planning and zoning	40%	61	77	Lower
Availability of affordable quality mental health care	34%	25	32	Lower
Overall economic health of Steamboat Springs	54%	28	37	Lower
The job city government does at welcoming citizen involvement	46%	57	79	Lower
Steamboat Springs as a place to work	50%	59	84	Lower

Table 5: Much lower

	Percent positive	Rank	Number of communities in comparison	Comparison to population size benchmark
Availability of affordable quality child care/preschool	17%	70	70	Much lower
Police services	57%	112	112	Much lower
Traffic enforcement	56%	74	74	Much lower
Availability of affordable quality housing	8%	76	77	Much lower
Cost of living	8%	36	37	Much lower
The overall direction that the city is taking	37%	71	78	Much lower
Treating all residents fairly	44%	30	36	Much lower
Shopping opportunities (local)	27%	58	80	Much lower

Comparison of Benchmarks and Importance Ratings

Aspects of Community

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of the various aspects of community were compared to the benchmark rating compared to other communities with a population size of 30,000 or less for the same aspects (see the chart on the next page). The benchmark comparisons were used to identify aspects that were rated lower than, similar to or higher than service ratings in other communities. Aspects of community were classified as relatively more important if they were rated as essential or very important by 84% or more of respondents. Aspects of community were rated as "less important" if they received a rating of less than 84%. This classification is based on the median of ratings for importance (essential or very important), allowing the various aspects of the community to be divided in half for easy prioritization of aspects of a community. Items rated lower or much lower than the benchmark but deemed higher in importance (shaded in the table below) indicate areas the City might wish to investigate further for possible changes, improvements or public outreach.

Table 6: Comparing Benchmark and Importance Ratings for Aspects of Community

| | Population Size Benchmarks | | | | |
	Much higher	Higher	Similar	Lower	Much lower
Higher importance (at least 84% rating as essential or very important)	Sense of community	Overall feeling of safety		Overall economic health of Steamboat Springs	
	Health and wellness opportunities in Steamboat Springs				
	Quality of overall natural environment				
Lower Importance (less than 84% rating as essential or very important)		Overall image or reputation	Overall ease of getting to places you usually have to visit		
			Overall "built environment" of Steamboat Springs		
			Overall opportunities for education and enrichment		

City Services

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of the various city services were compared to the benchmark rating compared to other communities with a population size of 30,000 or less for the same services (see the chart on the next page). The benchmark comparisons were used to identify services that were rated lower than, similar to or higher than service ratings in other communities. Services were classified as relatively more important if they were rated as essential or very important by 77% or more of respondents. Services were rated as "less important" if they received a rating of less than 77%. This classification is based on the median of ratings for importance (essential or very important), allowing the various City services to be divided in half for easy prioritization of services. Items rated lower or much lower than the benchmark but deemed higher in importance (shaded in the table below) indicate areas the City might wish to investigate further for possible changes, improvements or public outreach.

Table 7: Comparing Benchmark and Importance Ratings for City Services

	Population Size Benchmarks				
	Much higher	Higher	Similar	Lower	Much lower
Higher importance (at least 77% rating as essential or very important)	Bus or transit services	Sewer services	City parks	Land use, planning and zoning	Police services
	Snow removal		Preservation of natural areas/open space	Crime prevention	
	Drinking water		Fire services	Overall customer service by Steamboat Springs employees	
			Ambulance or emergency medical services		
Lower Importance (less than 77% rating as essential or very important)		Street cleaning	Code enforcement (weeds, signs, buildings, etc.)	Animal control	Traffic enforcement
		City recreation programs	Street lighting	Public information services	
			Storm drainage		
			City recreation facilities		
			Economic development efforts		
			Street repair		

Communities Included in the Population Size Benchmark Comparison

Listed below are the 152 communities with population sizes of less than 30,000 with survey data within the last three years that were included in the benchmark comparisons provided for the City of Steamboat Springs followed by the 2010 population for each according to the U.S. Census.

- Airway Heights city, WA 6,114
- Albert Lea city, MN 18,016
- Altoona city, IA 14,541
- Andover CDP, MA 8,762
- Arkansas City city, AR 366
- Ashland city, OR 20,078
- Ashland town, VA 7,225
- Bainbridge Island city, WA 23,025
- Bedford town, MA 13,320
- Benbrook city, TX 21,234
- Bloomfield Hills city, MI 3,869
- Brentwood city, MO 8,055
- Bristol city, TN 26,702
- Brownsburg town, IN 21,285
- Canton city, SD 3,057
- Carlisle borough, PA 18,682
- Cartersville city, GA 19,731
- Castine town, ME 1,366
- Castle Pines North city, CO 10,360
- Chanhassen city, MN 22,952
- Clarendon Hills village, IL 8,427
- Clayton city, MO 15,939
- Clive city, IA 15,447
- Colleyville city, TX 22,807
- Concord town, MA 17,668
- Coronado city, CA 18,912
- Creve Coeur city, MO 17,833
- Cross Roads town, TX 1,563
- Dade City city, FL 6,437
- Danville city, KY 16,218
- Dardenne Prairie city, MO 11,494
- Davidson town, NC 10,944
- Decatur city, GA 19,335
- Del Mar city, CA 4,161
- Denison city, TX 22,682
- Derby city, KS 22,158
- Des Peres city, MO 8,373
- Destin city, FL 12,305
- Dover city, NH 29,987
- Eagle town, CO 6,508
- East Grand Forks city, MN 8,601
- Edgerton city, KS 1,671
- El Cerrito city, CA 23,549
- Elko New Market city, MN 4,110
- Erie town, CO 18,135
- Estes Park town, CO 5,858
- Fairview town, TX 7,248
- Forest Grove city, OR 21,083
- Fruita city, CO 12,646
- Gardner city, KS 19,123
- Gillette city, WY 29,087
- Globe city, AZ 7,532
- Golden Valley city, MN 20,371
- Grafton village, WI 11,459
- Grand Blanc city, MI 8,276
- Grass Valley city, CA 12,860
- Greenwood Village city, CO 13,925
- Gunnison County, CO 15,324
- Hailey city, ID 7,960
- Haines Borough, AK 2,508
- Harrisonville city, MO 10,019
- Herndon town, VA 23,292
- Highland Park city, IL 29,763
- Hooksett town, NH 13,451
- Hopkins city, MN 17,591
- Hopkinton town, MA 14,925
- Hoquiam city, WA 8,726
- Hudson city, OH 22,262
- Hutto city, TX 14,698
- Indianola city, IA 14,782
- Johnston city, IA 17,278
- Kenmore city, WA 20,460
- Kennedale city, TX 6,763
- Kennett Square borough, PA 6,072
- Key West city, FL 24,649
- La Plata town, MD 8,753
- La Vista city, NE 15,758
- Lafayette city, CO 24,453
- Laguna Beach city, CA 22,723
- Lewis County, NY 27,087
- Lindsborg city, KS 3,458
- Lone Tree city, CO 10,218
- Los Alamos County, NM 17,950
- Louisville city, CO 18,376
- Maryland Heights city, MO 27,472
- Mercer Island city, WA 22,699
- Merriam city, KS 11,003
- Milford city, DE 9,559
- Monterey city, CA 27,810
- Monument town, CO 5,530

- Morristown city, TN 29,137
- Morrisville town, NC....................18,576
- Mountain Village town, CO............1,320
- Mountlake Terrace city, WA 19,909
- Needham CDP, MA 28,886
- New Brighton city, MN 21,456
- New Smyrna Beach city, FL 22,464
- Newberg city, OR........................22,068
- Newton city, IA 15,254
- Old Town city, ME...........................7,840
- Otsego County, MI.......................24,164
- Paducah city, KY 25,024
- Papillion city, NE 18,894
- Park City city, UT 7,558
- Parkland city, FL.........................23,962
- Pinehurst village, NC....................13,124
- Piqua city, OH.............................20,522
- Pitkin County, CO 17,148
- Post Falls city, ID........................27,574
- Prior Lake city, MN.......................22,796
- Queen Creek town, AZ 26,361
- Ramsey city, MN 23,668
- Raymore city, MO........................19,206
- Richmond Heights city, MO............8,603
- River Falls city, WI.......................15,000
- Riverside city, MO 2,937
- Rogers city, MN..............................8,597
- Rolla city, MO 19,559
- Saco city, ME...............................18,482
- Sahuarita town, AZ.......................25,259
- San Anselmo town, CA.................12,336
- San Carlos city, CA 28,406
- Savage city, MN 26,911
- SeaTac city, WA...........................26,909
- Sevierville city, TN 14,807
- Shoreview city, MN 25,043
- Shorewood village, IL...................15,615
- Shorewood village, WI..................13,162
- Sioux Center city, IA 7,048
- Snellville city, GA.........................18,242
- Snowmass Village town, CO...........2,826
- South Lake Tahoe city, CA 21,403
- Southlake city, TX.........................26,575
- Spring Hill city, KS..........................5,437
- Sugar Grove village, IL 8,997
- Suwanee city, GA 15,355
- Takoma Park city, MD..................16,715
- Tualatin city, OR 26,054
- Vail town, CO..................................5,305
- Waverly city, IA 9,874

- Weddington town, NC 9,459
- West Carrollton city, OH 13,143
- West Chester borough, PA 18,461
- Westlake town, TX.............................992
- Weston town, MA 11,261
- White House city, TN 10,255
- Williamsburg city, VA................... 14,068
- Wilsonville city, OR 19,509
- Windsor town, CO........................ 18,644
- Winnetka village, IL..................... 12,187
- Wrentham town, MA.................... 10,955
- Yorktown town, IN 9,400

Resort Community Benchmarks

Table 8: Much higher

	Percent positive	Rank	Number of communities in comparison	Comparison to resort community benchmark
Used City recreation facilities or their services	91%	1	12	Much higher
Volunteered your time to some group/activity locally	72%	1	14	Much higher
Snow removal	89%	1	14	Much higher
Drinking water	94%	1	14	Much higher
Health and wellness opportunities in Steamboat Springs	88%	2	8	Much higher
Used bus or other public transportation instead of driving	58%	2	8	Much higher
Participated in a local club	51%	2	14	Much higher
Ease of travel by public transportation in Steamboat Springs	67%	2	8	Much higher

Table 9: Higher

	Percent positive	Rank	Number of communities in comparison	Comparison to resort community benchmark
Quality of overall natural environment	96%	1	14	Higher
Sewer services	91%	1	15	Higher
Overall feeling of safety	97%	2	11	Higher
Sense of community	82%	3	18	Higher
Walked or biked instead of driving	89%	3	8	Higher
Street cleaning	80%	3	14	Higher
Bus or transit services	75%	3	14	Higher
Steamboat Springs as a place to raise children	89%	4	15	Higher
Availability of paths and walking trails	83%	4	16	Higher
Recreational opportunities and amenities	91%	4	16	Higher
Opportunities to attend cultural/arts/music activities	80%	4	16	Higher
Steamboat Springs as a place to live	94%	5	16	Higher
Visited a City park	93%	5	15	Higher
Street repair	56%	5	16	Higher
K-12 education	87%	6	14	Higher

Table 10: Similar

	Percent positive	Rank	Number of communities in comparison	Comparison to resort community benchmark
Overall ease of getting to places you usually have to visit	83%	2	8	Similar
Neighborliness of residents	74%	2	8	Similar
Vibrant Old Town/downtown commercial area	69%	4	8	Similar
Storm drainage	75%	4	16	Similar
Overall "built environment" of Steamboat Springs (including overall design, buildings, parks and transportation systems)	69%	5	8	Similar
Opportunities to participate in social events and activities	82%	5	14	Similar
Overall opportunities for education and enrichment	75%	6	8	Similar
Availability of affordable quality mental health care	34%	6	8	Similar
Availability of affordable quality health care	58%	6	15	Similar
Street lighting	63%	6	15	Similar
Economic development efforts	43%	6	13	Similar
Treating all residents fairly	44%	6	8	Similar
The overall quality of life in Steamboat Springs	92%	7	17	Similar
Employment opportunities	24%	7	14	Similar
City recreation programs	87%	7	17	Similar
Code enforcement (weeds, signs, buildings, etc.)	50%	7	15	Similar
Preservation of natural areas/open space	74%	7	13	Similar
Overall image or reputation	86%	8	16	Similar
Openness and acceptance of the community toward people of diverse backgrounds	60%	8	14	Similar
Fire services	96%	8	12	Similar
Ambulance or emergency medical services	96%	8	14	Similar
Ease of walking	77%	9	14	Similar
City parks	92%	9	15	Similar
Overall quality of business and service establishments	62%	10	15	Similar
City recreation facilities	79%	10	15	Similar
Land use, planning and zoning	40%	10	14	Similar
Overall, how would you rate the quality of services provided by the City of Steamboat Springs	83%	10	18	Similar
Steamboat Springs as a place to work	50%	11	16	Similar
Cleanliness	82%	11	14	Similar
The value of services for sales taxes paid in Steamboat Springs	56%	11	17	Similar

Table 11: Lower

	Percent positive	Rank	Number of communities in comparison	Comparison to resort community benchmark
Cost of living	8%	7	8	Lower
Animal control	58%	14	16	Lower
Public information services	59%	14	16	Lower
Overall customer service by Steamboat Springs employees (police, receptionists, planners, etc.)	73%	14	16	Lower
The overall direction that the city is taking	37%	14	16	Lower
Crime prevention	67%	16	19	Lower
Steamboat Springs as a place to retire	66%	12	15	Lower
Overall economic health of Steamboat Springs	54%	6	8	Lower
Overall quality of new development in Steamboat Springs	44%	11	16	Lower
The job city government does at welcoming citizen involvement	46%	11	16	Lower

Table 12: Much lower

	Percent positive	Rank	Number of communities in comparison	Comparison to resort community benchmark
Availability of affordable quality child care/preschool	17%	15	15	Much lower
Police services	57%	16	16	Much lower
Traffic enforcement	56%	14	14	Much lower
Availability of affordable quality housing	8%	14	15	Much lower
Shopping opportunities (local)	27%	12	17	Much lower

Comparison of Benchmarks and Importance Ratings

Aspects of Community

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of the various aspects of community were compared to the benchmark rating compared to other communities with a population size of 30,000 or less that also consider itself a resort community for the same aspects (see the chart on the next page). The benchmark comparisons were used to identify aspects that were rated lower than, similar to or higher than service ratings in other communities. Aspects of community were classified as relatively more important if they were rated as essential or very important by 84% or more of respondents. Aspects of community were rated as "less important" if they received a rating of less than 84%. This classification is based on the median of ratings for importance (essential or very important), allowing the various aspects of the community to be divided in half for easy prioritization of aspects of a community. Items rated lower or much lower than the benchmark but deemed higher in importance (shaded in the table below) indicate areas the City might wish to investigate further for possible changes, improvements or public outreach.

Table 13: Comparing Benchmark and Importance Ratings for Aspects of Community

| | Resort Community Benchmarks | | | | |
	Much higher	Higher	Similar	Lower	Much lower
Higher importance (at least 84% rating as essential or very important)	Health and wellness opportunities in Steamboat Springs	Sense of community		Overall economic health of Steamboat Springs	
		Overall feeling of safety			
		Quality of overall natural environment			
Lower Importance (less than 84% rating as essential or very important)			Overall image or reputation		
			Overall ease of getting to places you usually have to visit		
			Overall "built environment" of Steamboat Springs		
			Overall opportunities for education and enrichment		

City Services

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of the various city services were compared to the benchmark rating compared to other communities with a population size of 30,000 or less that also consider itself a resort community for the same services (see the chart on the next page). The benchmark comparisons were used to identify services that were rated lower than, similar to or higher than service ratings in other communities. Services were classified as relatively more important if they were rated as essential or very important by 77% or more of respondents. Services were rated as "less important" if they received a rating of less than 77%. This classification is based on the median of ratings for importance (essential or very important), allowing the various City services to be divided in half for easy prioritization of services. Items rated lower or much lower than the benchmark but deemed higher in importance (shaded in the table below) indicate areas the City might wish to investigate further for possible changes, improvements or public outreach.

Table 14: Comparing Benchmark and Importance Ratings for City Services

| | Resort Community Benchmarks | | | | |
	Much higher	Higher	Similar	Lower	Much lower
Higher importance (at least 77% rating as essential or very important)	Snow removal	Bus or transit services	Land use, planning and zoning	Crime prevention	Police services
	Drinking water	Sewer services	City parks	Overall customer service by Steamboat Springs employees	
			Preservation of natural areas/open space		
			Fire services		
			Ambulance or emergency medical services		
Lower Importance (less than 77% rating as essential or very important)		Street cleaning	Code enforcement (weeds, signs, buildings, etc.)	Animal control	Traffic enforcement
		Street repair	Street lighting	Public information services	
			City recreation programs		
			Storm drainage		
			City recreation facilities		
			Economic development efforts		

Communities Included in the Resort Community Benchmark Comparison

Listed below are the 21 communities with population sizes of less than 30,000 and deemed a "resort" community with survey data within the last three years that were included in the benchmark comparisons provided for the City of Steamboat Springs followed by the 2010 population for each according to the U.S. Census.

- Ashland city, OR 20,078
- Bainbridge Island city, WA 23,025
- Coronado city, CA...........................18,912
- Del Mar city, CA..............................4,161
- Destin city, FL..............................12,305
- Eagle town, CO...............................6,508
- Estes Park town, CO......................5,858
- Fruita city, CO...............................12,646
- Gunnison County, CO....................15,324
- Key West city, FL...........................24,649
- Laguna Beach city, CA 22,723

- Monterey city, CA 27,810
- Mountain Village town, CO.............1,320
- Park City city, UT............................7,558
- Pitkin County, CO 17,148
- Post Falls city, ID........................ 27,574
- Queen Creek town, AZ................. 26,361
- Snowmass Village town, CO...........2,826
- South Lake Tahoe city, CA 21,403
- Vail town, CO 5,305
- Williamsburg city, VA................... 14,068